

LIA

Central Intelligence Agency



Washington, D.C. 20505

24 AUG 1988

Jim Buchanan
Regional Manager
Ogden-Allied Services
Room 290
Washington National Airport
Washington, D. C. 20001

Dear Mr. Buchanan:

STAT I would like to express my appreciation for the 8 August 1988 tour of the flight fueling operation at Dulles airport that you arranged for [redacted] and a group of managers and supervisors from the Central Intelligence Agency's Office of Logistics. I would also like to thank Jim Freeman for his participation in the tour.

The group, which had been focusing on the issue of consistent delivery of quality customer service, was very appreciative of the quality control required to safely support flight operations, and of the intense coordination needed to assure timely service to scheduled and unanticipated flights. The tour was well worthwhile. Again, thank you.

Sincerely,

John M. Ray
Director of Logistics

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